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Services 04

Amendments to the Drawings:

The attached sheets of drawings include changes to FIGS. 7A through 10 to move all the reference numbers outside of the tables shown by those FIGS. FIG. 11 also is changed to correct a misspelling of "message" in block 1110 of that figure.

Please substitute the corrected FIGS. 7A through 11 for the current version of FIGS. 7A through 11.



710A ↓	300 ↓	700A ↓	715A ↓
Caller Information Data Field	Caller Information	SALES PITCH PROFILE #1	Match?
		Match Criteria	705A
Caller Preference	no preferences	partner C products or services	yes
History of Past Pitches Presented	<ul style="list-style-type: none"> partner A - long distance partner B - magazines presenter - online account upgrade 	no prior pitch to caller regarding wireless service provided by partner C	yes
History of Services or Products Purchases from Pitch Presenter or Partners	<ul style="list-style-type: none"> presenter - online account upgrade partner B - subscribed to music club 	any	yes
Listing of Services or Products Currently Enrolled in by Caller	<ul style="list-style-type: none"> presenter - online account upgrade 	no current enrollment in wireless service offered by partner C	yes
History of Caller Behavior	no misbehavior	no misbehavior	yes
Credit Status of Caller	AAA+	AAA or better	yes
Account Information			
• account type	platinum	any	yes
• account status	delinquent	paid up	no
• method of payment	credit card	credit card	yes
720A →			735A 725A 730A
Caller Demographic Information			
• sex	F	any	yes
• age	28	18 or greater	yes
• marital status	M	any	yes
• place of residence	Durham, NC	United States	yes
• profession	financial analyst	any	yes
• avocation(s)	scuba, music, stock market	any	yes

FIG 7A



		700B	715B
Caller Information Data Field	Caller Information	SALES PITCH PROFILE #2	Match?
		Match Criteria	
Caller Preference	no preferences	partner C products or services	yes
History of Past Pitches Presented	<ul style="list-style-type: none"> partner A - long distance partner B - magazines presenter - online account upgrade 	no prior pitch to caller regarding upgraded wireless coverage provided by partner C	yes
History of Services or Products Purchases from Pitch Presenter or Partners	<ul style="list-style-type: none"> presenter - online account upgrade partner B - subscribed to music club 	any	yes
Listing of Services or Products Currently Enrolled in by Caller	<ul style="list-style-type: none"> presenter A - online account upgrade 	no current enrollment in upgraded wireless coverage offered by partner C	yes
History of Caller Misbehavior	no misbehavior	no misbehavior	yes
Credit Status of Caller	AAA+	AAA or better	yes
Account Information			
<ul style="list-style-type: none"> account type 	platinum	any	yes
<ul style="list-style-type: none"> account status 	delinquent	paid up	no
<ul style="list-style-type: none"> method of payment 	credit card	check	no
Caller Demographic Information			
<ul style="list-style-type: none"> sex 	F	any	yes
<ul style="list-style-type: none"> age 	28	18 or greater	yes
<ul style="list-style-type: none"> marital status 	M	single	no
<ul style="list-style-type: none"> place of residence 	Durham, NC	United States	yes
<ul style="list-style-type: none"> profession 	Financial Analyst	any	yes
<ul style="list-style-type: none"> avocation(s) 	scuba, music, stock market	any	yes

720B →

735B
 725B
 730B

FIG 7B



Caller Information Data Field		Caller Information	SALES PITCH PROFILE #3	Criteria Weight	Match? /Match Value	Weighted Match Value
			Match Criteria			
895 →	Caller Preference	Prefer to not receive any sales pitches	not adverse to partner C products or services	20	no/-1	-20
	History of Past Pitches Presented	<ul style="list-style-type: none">partner A - long distancepartner B - magazinespresenter - online account upgrade	no prior pitch to caller regarding wireless service provided by partner C	2	yes/1	2
	History of Services or Products Purchases from Pitch Presenter or Partners	<ul style="list-style-type: none">presenter - online account upgradepartner B - subscribed to music club	any	0	yes/1	0
	Listing of Services or Products Currently Enrolled in by Caller	<ul style="list-style-type: none">presenter - online account upgradepartner C - wireless service	no current enrollment in wireless service offered by partner C	10	no/-1	-10
	History of Caller Misbehavior	no misbehavior	no misbehavior	0	yes/1	0
	Credit Status of Caller	AAA+	AAA or better	2	yes/1	2
	Account Information					
870 →	<ul style="list-style-type: none">account type	platinum	silver - platinum	1	yes/1	1
840 →	<ul style="list-style-type: none">account status	delinquent	paid up	2	yes/1	-2
	<ul style="list-style-type: none">method of payment	credit card	any	0	yes/1	0
	Caller Demographic Information					
	<ul style="list-style-type: none">sex	F	any	0	yes/1	0
	<ul style="list-style-type: none">age	28	18 or greater	10	yes/0	0
	<ul style="list-style-type: none">marital status	M	any	0	yes/1	0
	<ul style="list-style-type: none">place of residence	Durham, NC	United States	10	yes/0	0
	<ul style="list-style-type: none">profession	financial analyst	any	0	yes/1	0
891 →	<ul style="list-style-type: none">avocation(s)	scuba, music, stock market	any	0	yes/1	0

Profile Correlation Value: -27

Profile Correlation Value: -27

FIG 8



PARTNER	PROGRAM	DISTRIBUTION (within Partner)	SCRIPT	
Internal (25% of Total)	Sign On a Friend	100%	<p>"I would like to let you know that we will give you \$50 every time you sign on a friend or family member before April 30th. This will assist you in adding more friends and family to your Talk list and in keeping in touch. We'll be happy to mail out a 500-hour Free trial disc of our Latest Software to your friend or family member. Once that friend or family member has been a member for 90days, we'll mail you a check for \$50!</p> <p>Who do you have in mind?</p> <p>If NO: "OK, Happy we were able to assist today."</p> <p>If YES: "Great, I'll just process this order for the Free Trial Software to be mailed out immediately. Who else would you like us to send a Free Trial Software package to?"</p> <p>Thank you and have a great day."</p>	← 1005
Partner A (35% of Total)	Voyagers' Edge	70%	<p>"Before I let you go, I want you to know that we have arranged for you to receive a Getaway Weekend and a free trial membership in our Voyagers' Edge program. May I connect you for more details?"</p> <p>If YES: "Great, I'll transfer you now."</p>	← 1010
	Emerald Vista	30%	<p>"Before I let you go, I want you to know that we have arranged for you to receive a Free Personal Electronic Organizer and a free trial membership in our Emerald Vista program. May I connect you for more details?"</p>	← 1015
Partner B (30% of Total)	Long Distance Service	100%	<p>"For being a valued Member you are eligible TO EARN UP TO THREE MONTHS OF our Service for trying an exclusive member benefit. What I'm going to do is bring someone on the line who can give you all of the details . . . OK?"</p> <p>If YES: "Great, I'll transfer you now."</p>	← 1020
Partner C (10% of Total)	Magazine Trial	100%	<p>"Because you are a valued customer, we've arranged for you to try up to 2 magazines free for 2 months. You can choose from Entertainment by the Minute, Wealth, The Beautiful and The Famous, Athletics Illuminated, or Epoch"</p> <p>If YES: "May I connect you for more information?"</p>	← 1025

Fig 10



900

SALES PITCH LOOK-UP TABLE	
<i>Sales Pitch Profile</i>	<i>Sales Pitch</i>
<i>Profile_1</i>	<i>Profile_1</i>
<i>Profile_2</i>	<i>Profile_2</i>
<i>Profile_3</i>	<i>Profile_3</i>
<i>...</i>	<i>...</i>
<i>Profile_n-1</i>	<i>Profile_n-1</i>
<i>Profile_n</i>	<i>Profile_n</i>

FIG. 9

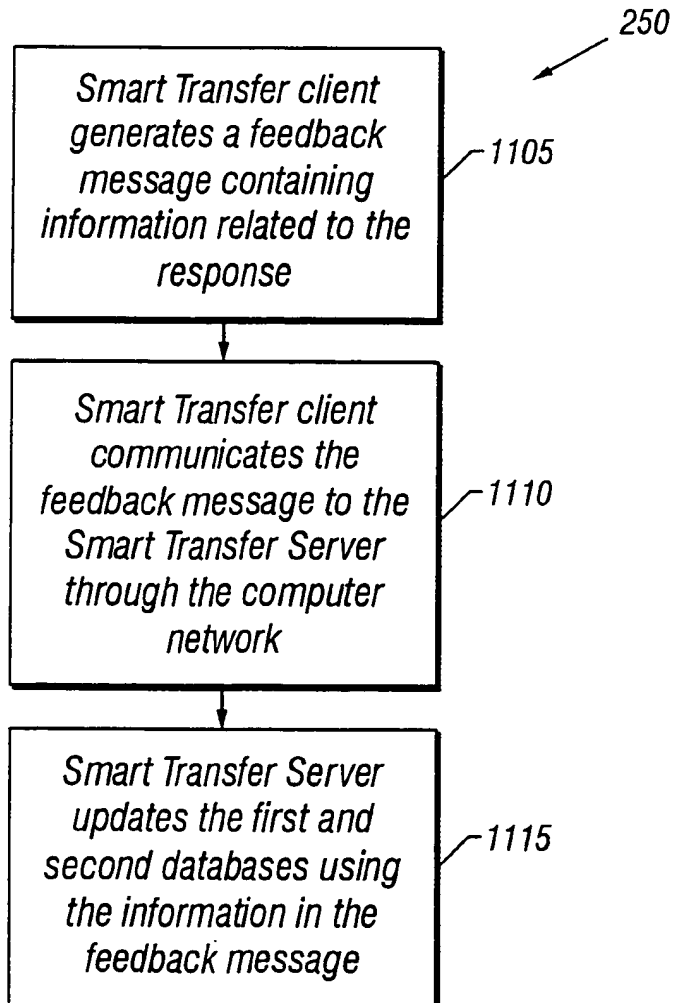


FIG. 11